

**Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints**

**Levy income**

(Source: TIC)

|   |                                 |                             |        |
|---|---------------------------------|-----------------------------|--------|
| - | December 2011 / December 2010   | HK\$1,929,000 / 1,633,000   | +18.1% |
| - | Jan - Dec 2011 / Jan - Dec 2010 | HK\$19,371,484 / 19,103,000 | +1.4%  |

**Inbound arrivals**

(Source: HKTB)

|   |   |                         |        |
|---|---|-------------------------|--------|
| - | Total arrivals in November 2011 / November 2010   | 3,552,733 / 3,052,390   |        |
|   | Difference:                                       |                         | +16.4% |
| - | Total arrivals in Jan - Nov 2011 / Jan - Nov 2010 | 37,770,230 / 32,486,877 |        |
|   | Difference:                                       |                         | +16.3% |

- Arrivals from individual markets in November 2011:

|                | <u>No. of visitors</u> | <u>Compared with</u><br><u>2010</u> | <u>Market</u><br><u>share</u> |
|----------------|------------------------|-------------------------------------|-------------------------------|
| Mainland China | 2,343,939              | +24.8%                              | 66.0%                         |
| Taiwan         | 155,883                | -2.3%                               | 4.4%                          |
| Japan          | 119,683                | +5.9%                               | 3.4%                          |
| USA            | 118,069                | +7.3%                               | 3.3%                          |

- Arrivals from individual markets in Jan - Nov 2011:

|                | <u>No. of visitors</u> | <u>Compared with</u><br><u>2010</u> | <u>Market</u><br><u>share</u> |
|----------------|------------------------|-------------------------------------|-------------------------------|
| Mainland China | 25,270,370             | +23.8%                              | 66.9%                         |
| Taiwan         | 1,976,349              | +0.0%                               | 5.2%                          |
| Japan          | 1,154,281              | -3.5%                               | 3.1%                          |
| USA            | 1,109,031              | +2.9%                               | 2.9%                          |

## **Mainland inbound tour group registration**

(Source: TIC)

|   |                                 |                  |        |
|---|---------------------------------|------------------|--------|
| - | December 2011 / December 2010   | 11,918 / 8,095   | +47.2% |
| - | Jan - Dec 2011 / Jan - Dec 2010 | 109,894 / 78,398 | +40.2% |

## **Air ticket sales**

(Source: IATA)

Total billing:

|   |                |                     |
|---|----------------|---------------------|
| - | December 2011  | HK\$ 1,755 million  |
| - | December 2010  | HK\$ 1,528 million  |
|   | Difference:    | +14.9%              |
| - | Jan - Dec 2011 | HK\$ 22,477 million |
| - | Jan - Dec 2010 | HK\$ 20,348 million |
|   | Difference:    | +10.5%              |

No. of transactions:

|   |                |           |
|---|----------------|-----------|
| - | December 2011  | 480,402   |
| - | December 2010  | 449,914   |
|   | Difference:    | +6.8%     |
| - | Jan - Dec 2011 | 6,016,818 |
| - | Jan - Dec 2010 | 5,802,265 |
|   | Difference:    | +3.7%     |

## **Complaints**

(Source: TIC)

Outbound travellers:

|   |                                 |                                    |        |
|---|---------------------------------|------------------------------------|--------|
| - | December 2011 / December 2010   | 65 / 55                            | +18.2% |
|   |                                 | (13 referred by Consumer Council)  |        |
| - | Jan - Dec 2011 / Jan - Dec 2010 | 1,110 / 1,033                      | +7.5%  |
|   |                                 | (192 referred by Consumer Council) |        |

